

Balancing Act:

three common business dilemmas and their tipping points
in language services delivery

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April 25, 2016

Employees	15,515
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Licensed Hospital Beds	1,796
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Inpatient Admissions	97,793
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Births	18,894
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Emergency Room Visits	408,978
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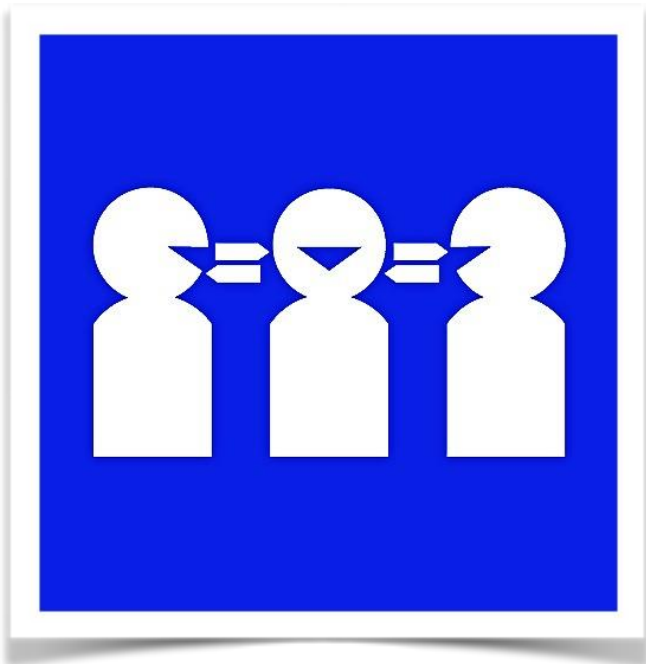
Home Care Visits	101,973
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Nurses	4,730
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Affiliated Physicians	5,773
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Language Services



Spoken
Languages



Sign Language



Translations



Business dilemma #1:

In-House vs Outsourced

Basics

	In-House	Outsourced
Advantages	Affordability?	Expertise?
Disadvantages	Inflexibility?	High Cost?

**Example from the business
world:**

amazon

The Amazon logo, featuring the word "amazon" in a bold, black, sans-serif font. Below the word is a thick, orange curved arrow that starts under the 'a' and points towards the 'n', resembling a smile.

In-House vs Outsourced in language services delivery

Spoken Languages

- Telephonic
- In-person
 - Staff
 - Volunteers
 - Vendors

Sign Language

- In-person
 - Staff
 - Vendors
- VRI

Translations



Business dilemma #2:

Centralized vs Distributed

Basics

	Centralized	Distributed
Advantages	Efficient?	Autonomous?
Disadvantages	Bureaucratic?	Contradictory?

**Example from the business
world:**



Centralized vs Distributed in language services delivery

Spoken Languages

- Telephonic
- In-person
 - Staff
 - Volunteers
 - Vendors

Sign Language

- In-person
 - Staff
 - Vendors
- VRI

Translations



Business dilemma #3:

Single vs Multi-track

Basics

	Single-track	Multi-track
Advantages	Simplicity?	Redundancy?
Disadvantages	Locked in?	Complexity?

**Example from the business
world:**



Single vs Multi-track in language services delivery

Spoken Languages

- Telephonic
- In-person
 - Staff
 - Volunteers
 - Vendors

Sign Language

- In-person
 - Staff
 - Vendors
- VRI

Translations





Jaime Lerner

Thank you!